

Rheumatology Associates, P.C.

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Welcome to our practice. We are honored that you have chosen us for your rheumatologic care.

Office Hours

Mon, Tue, Thu, and Fri from 8am - 12pm and 1pm -5pm; Wed from 8am - 12pm.

Telephone and Communications

- Our staff answers the phone from 9:00 am – 11:30 am and 1:15 pm – 4:00 pm on Mon, Tue, Thu, and Fri, and from 9:00am – 11:30 am on Wed.
- After hours, phone service for urgent rheumatologic matters is provided by one of the doctors in our coverage group on a rotating schedule.
- General medical questions, prescription refill requests, test results and other non-urgent matters should be taken care of during regular office hours.

New Patients

- New patients should bring their insurance cards and picture ID
- All new patient paperwork should be received before we can schedule an appointment.
- Please arrive at least 15 minutes prior to the scheduled appointment time.
- If you have been treated by a physician or hospital for the reason you are visiting us, please request that copies of those medical records, x-ray reports, and lab tests be sent to our office **prior** to your scheduled appointment.

Appointments

- Automated reminder calls are made prior to the appointment.
- We kindly request at least **24 hours advance notice** to cancel or reschedule an appointment.
- Scheduled new patients who miss their appointment without 24 hours' notice will not be allowed to reschedule.
- For existing patients, we understand that there are occasional circumstances that might keep you from the appointment. There is no charge for the first missed appointment without 24-hour cancellation notice.
- **Patients who miss two appointments without 24 hours cancellation notice will be charged a fee of \$50.00.**
- Infusion patients who miss an appointment without the required 24 hours' notice will be subject to a \$150 fee.
- Patients who miss three appointments without 24 hours cancellation notice will unfortunately be dismissed from our practice.
- Missed appointment fees must be collected prior to scheduling a subsequent appointment.
- Missed appointments without notice are unfair to other patients who are waiting for appointments.

Prescription refills

- With the advent of electronic prescribing, it is no longer necessary for providers to "phone in" refills for medications. This now includes controlled substances.
- Please contact your pharmacy or mail order pharmacy at least 1 week in advance to have them electronically send the refill request to us, or to fax the request to (860) 430-9770
- For all refills, if your rheumatologist determines that a follow-up visit is necessary, you may be required to see him/her prior to issuing a refill.

Medical Records

- Should you wish to have a copy of your medical records sent to you or to another provider, please mail or fax a signed letter of request to our office including your **name, date of birth, new provider's name and fax number** for where you would like to have your records sent. Please allow 5 business days to process your request.

We look forward to assisting in your healthcare.
The physicians and staff of Rheumatology Associates